

# DoD-VA Warrior Care Coordination

Briefing for  
USSOCOM Care Coalition

**DoD/VA Interagency Care Coordination Committee (IC3)**  
*Synchronizing Care, Benefits, and Services  
for Service Members, Veterans, and their Families*

*Presented by:*

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## A Focused Approach to a Persistent Challenge

- Secretaries Eric Shinseki and Leon Panetta established a joint Task Force to assess and improve warrior care and coordination under the Joint Executive Committee (JEC) in May 2012
- Departments of Defense (DoD) and Veterans Affairs (VA) conducted a comprehensive, deliberative review of all aspects of Warrior care coordination (not just one program or process)
  - Co-chaired by the VA Chief of Staff and the Principal Deputy Assistant Secretary of Defense (Health Affairs)
  - Task Force had full interagency participation with representatives from health and benefits communities



## Broad Discoveries by the Wounded Warrior Care Coordination Task Force

- Identified 50+ programs that provide some level of coordination / management of care, benefits, and services across the continuum of recovery, guided by 127 policies and directives
- Lack of a common operational picture across Departments
- DoD and VA personnel are providing excellent services, but in an asynchronous, uncoordinated way
- Lack of an integrated comprehensive plan for Warriors in transition
- No single point of contact for the patient and families at any given time



## Moving Forward: One Mission. One Policy. One Plan.

- Based on the Task Force findings, Secretaries Shinseki and Panetta discussed the issue, set the tone, and established their expectations moving forward:
  - **One Mission.** Integrated **interagency community of practice** comprised of professionals that coordinate and manage care, benefits, and services
  - **One Policy.** Common, **interagency guidance** driven by an overarching formal **interagency governance structure** in support of the wounded, ill and injured and their families
  - **One Plan.** **Single comprehensive, interagency plan** developed and shared by both Departments that produces **a common operational picture**, visible to patient, family, and care recovery
  - **Sustainable** model that transcends current conflicts and is scalable to meet both peacetime and wartime support requirements



## IC3 Vision and Mission

- **Vision:** *Realize the full potential and achieve awareness of interagency coordination of complex care, benefits, and services to support Service members, Veterans, and their families.*
- **Mission:** *Implement a standard model for coordinating all aspects of interagency and interdisciplinary complex care, benefits, and services for Service members and Veterans.*
- Interagency Care Coordination is built on trust, teamwork, adaptability, accountability, and is outcomes-focused; participants at every level are expected to work by these guiding principles



# IC3 Achievements and Progress

## Community of Practice (CoP)

### Accomplishments

- Built infrastructure for single, borderless, CoP; finalized mission and guiding principles
- Officially launched CoP with initial group of leaders from 50+ wounded Warrior care programs
- Designed and built IC3 Co-Lab, a PIV and CAC secure website for care coordinators, to facilitate CoP engagement

### Next Steps

- Expand CoP membership and engagement
- Fully deploy IC3 Co-Lab



# IC3 Achievements and Progress

## Lead Coordinator

### Accomplishments

- Created and promoted Lead Coordinator (LC) concept with interagency collaboration and support
- Developed the ICP Checklist to facilitate transfer of clients
- Conducted Lead Coordinator Feasibility Assessment in DC Capital and San Antonio regions

### Next Steps

- Implement national Lead Coordinator roll out
- Fully implement the ICP checklist through IC3 Co-Lab



# IC3 Achievements and Progress

## Electronic Interagency Comprehensive Plan (ICP)

### Accomplishments

- Developed 3-page ICP “checklist”
- Built consensus on ICP Scope Statement and drafted initial business justification package for full scale electronic ICP
- Developed IC3 Co-Lab as interim solution to full scale electronic ICP

### Next Steps

- Begin building the electronic ICP
- Ensure IC3 has technology to implement a fully functioning electronic ICP





# IC3 Achievements and Progress

## Next Steps

- Continue to engage and grow CoP
- Continue to develop and implement tools to meet the needs of care coordinators
- Finalize an overarching policy for DoD and VA
- Implement metrics to measure and build on IC3 and CoP success



## This is just the beginning.

- We will continue to put tools in place and will continue to refine in order to meet the needs of our care coordinators
- Our Community of Practice is gaining momentum – and we will be stronger and more effective with engaged participation
- <http://www.youtube.com/watch?v=VXQzyXF7-yU>



# How Can You Help Synchronize Care, Benefits, and Services for Our Service members and Veterans?

- Learn more about IC3 and what we are doing
- Should your program be a CoP member? Let us know
- Share your lessons learned, best practices, feedback, and contribute to the interagency coordination conversation

Email [Margarita.Devlin@va.gov](mailto:Margarita.Devlin@va.gov) for more information



# CoP Programs (as of 4/3/14)

## DoD

- Air Force Clinical Case Management
- Air Force Warrior and Survivor Care
- Behavioral Health System of Care
- Army Career and Alumni Program (ACAP)
- Army Reserve Warrior and Family Assistance Center
- Army Reserve Wounded Warrior and Survivor Care Program
- Army Solider for Life
- Army Warrior Care and Transition Program
- Army Wounded Warrior Program
- Combat and Operational Stress Control (COSC) – Navy and Marines
- Families Overcoming Under Stress (FOCUS)
- Headquarters Marine Corps (Health Services)
- Integrated Disability Evaluation System (IDES)
- inTransition
- MEDCOM Clinical Case Management
- Navy Clinical Case Management
- Navy Wounded Warrior Safe Harbor
- Navy Expeditionary Combat Command
- Physical Evaluation Board Liaison Officer (PEBLO) – Air Force
- Physical Evaluation Board Liaison Officer (PEBLO) – Army
- Physical Evaluation Board Liaison Officer (PEBLO) – Navy and Marines
- Project C.A.R.E. (Comprehensive Aesthetic Restorative Effort)
- Recovery Care Coordination Program (RCP)
- Reintegrate, Educate, and Advance Combatants in Health Care (REACH)
- Special Operations Command (SOCOM) Wounded Warrior Program
- TRICARE Regional Offices
- US Marines Corps and Navy Reserves Psychological Health Outreach Program (PHOP)
- USMC Wounded Warrior Regiment

# CoP Programs (as of 4/3/14)

## VA

- Amputee System of Care
- Blind Rehabilitation Service
- Care Management and Social Work Services (OEF/OIF/OND Program)
- Caregiver Support Coordination
- Federal Recovery Coordination Program (FRCP)
- Mental Health Case Management Services
- National Call Center for Homeless Veterans (NCCHV)
- Patient Aligned Care Teams (PACT)
- Polytrauma/Traumatic Brain Injury
- Spinal Cord Injury/Disorders (SCI/D) Programs
- Suicide Prevention Program
- Transition Assistance Program
- VA Life Insurance Special Outreach to Disabled Veterans
- VA Liaison for Healthcare
- VA Specially Adapted Housing Grants/Loans
- VBA Homeless Program
- VBA OEF/OIF/OND Program
- Veteran-Directed Home and Community Based Services Program
- Veterans Integration to Academic Leadership (VITAL)
- VHA Home Improvement and Structural Alterations (HISA)
- VHA Homeless Veterans Services / Health Care for Homeless Veterans (HCHV) Outreach
- VHA Vocational Rehabilitation/Compensated Work Therapy Program
- Vocational Rehabilitation and Employment
- VetSuccess on Campus (VSoC)
- Women Veterans Program

## Interagency

- Defense Centers of Excellence (DCoE) for Psychological Health and Traumatic Brain Injury
- Defense and Veterans Brain Injury